Commonwealth of Kentucky
Cabinet for Health and Family Services

How to request an account

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Setting up the account

To set up an account to access the provider portal through the security portal, you must:

- Provide demographic information
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- Select KICCSPROV as the application for which access is desired
- If you are the sole provider who will be working in the portal, or if you will have others to whom you assign tasks using the portal, type in the referrer e-mail field: patti.smithglover@ky.gov.
- If you are requesting an account under your administrator (the owner, corporate director, center director of the child care facility), use the e-mail address associated with your administrator's account. (Please contact your administrator for the e-mail address). **Your administrator must have an approved account before you may request one.**

All required sections of the accounts request page must be completed. Required fields are marked with a red asterisk (*).

Access the account request page

To access the account request page:

1. Enter the Web address of the **security portal** application. The application opens to the **sign in** page (https://portalrequest.chfs.ky.gov/).

Figure 2.1.1 – Security portal sign in page

2. Click **want to sign up for account?** to open the **account request** page.

Figure 2.1.2 – Account request page

Select the application

You must first indicate the application you want to access.

To select the application:

1. Click on the **application** drop-down menu.
2. Select KICCSPROV from the menu.

Figure 2.2.1 – Application drop-down menu

3. Enter the administrator's e-mail address in the **administrator's e-mail** text box:

   - If you are the sole provider who will be working in the portal, or if you will have others that you will be responsible for assigning tasks and attaching CLRS to, enter as the administrator's e-mail Patti.smithglover@ky.gov.
   - If you are requesting an account under your administrator, use the e-mail address associated with your administrator's account. (Please contact your administrator for the e-mail address). ***Your administrator must have an approved account before you request one.**

Tip: If you receive a message that the administrator's e-mail address is not valid, verify with your administrator that he or she has an approved account established. If not, you will have to wait until the administrator's account is approve to request your account.

Enter account information

You must enter personal demographic information in the account information section.

To enter demographic information:

1. Type the requested information into each required field. Fields marked with a red asterisk (*) are required. You will not be able to progress through the process if required field information is not provided.
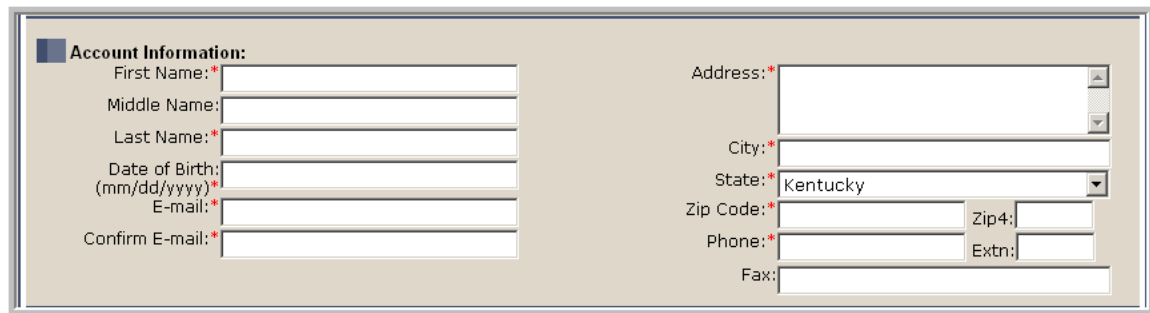
Figure 2.3.1 – account information

2. Verify that all information is entered correctly. Incorrect information can be corrected later using the update account process. See **updating account information** for further information.

Select a password

You must select a password to use for access to the security portal. Your **user name** will be assigned to you automatically when the account is approved and you will be notified of the user name by e-mail. **Be sure to print or save this e-mail.**

To conform to CHFS password security policy, passwords must:

- Meet minimum complexity requirements
- Be at least **eight** characters in length
- Not contain the user's first or last **name**
- Contain characters from:
  - English uppercase;
  - English lowercase;
  - Numerals; and
  - One of more of the following non-alphabetic characters:
    @   # $ %   ^   +   =

Secure password example: Ky2Smith%

To select a password:

1. Review the password policy for password requirements.
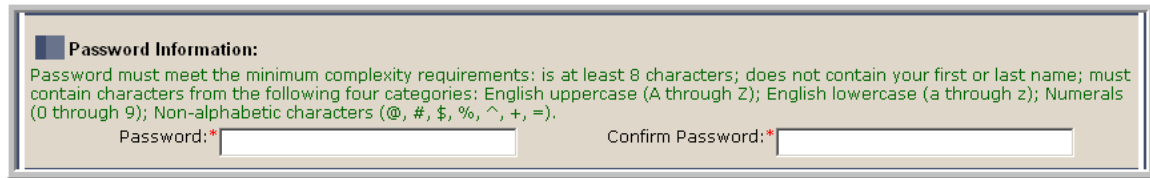2. Enter selected password into **password** text box.
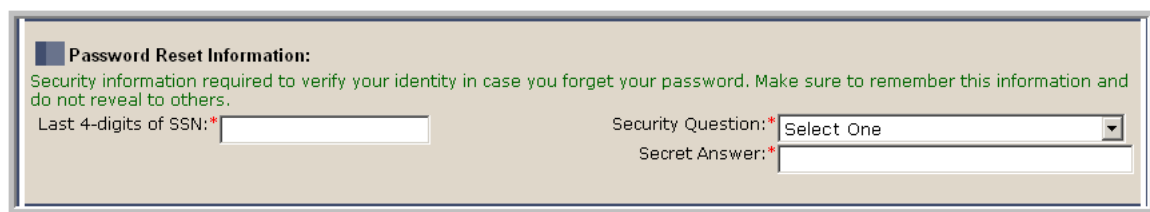
Figure 2.4.1 – Password information section

3. Confirm the password by retyping it in the **confirm password** text box.

Complete security information

Security information is used to verify your account if you forget your password. When you successfully answer the security questions, your password can be reset.

Figure 2.5.1 – Password reset information

To complete the security information:

1. Enter the last four digits of your Social Security number in the text box labeled **Last 4-digits of SSN**.
2. Select the desired security question from the **security question** drop-down menu.

Figure 2.5.1 – Security question drop-down menu

3. Enter the answer to the security question in the **secret answer** text box.

Accept terms and conditions

You must accept the Office of Information Technologies Internet and application use policy and username/password policy.

To accept:

1. Click the **Yes, I accept** radio button.

Figure 2.6.1 – Accept terms and conditions
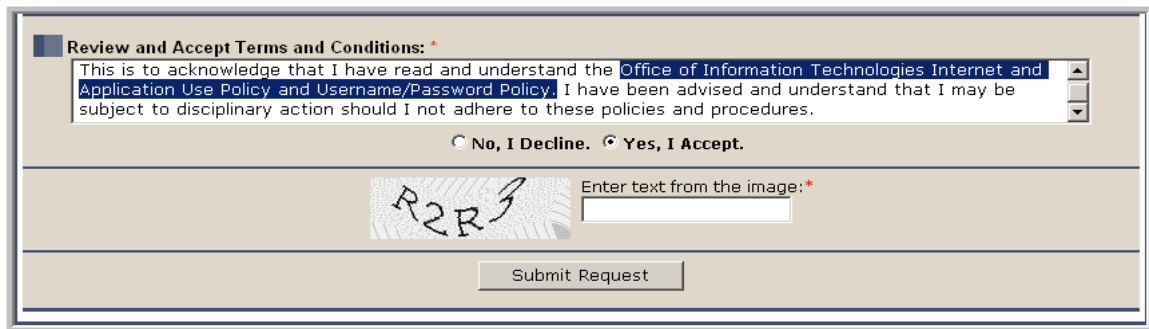
2. Enter the security text from the image into the text box.
3. Click the **submit request** button .

Account request confirmation

You will receive an e-mail with a request number confirming your account request. **Important: Please print and save this e-mail.** To inquire about your account request, you will need to provide the **request number** at this stage of the approval process.

Required documentation and verification

The following forms and verification are required to approve your account request.

- Kentucky Integrated Child Care Systems Provider Portal request form. **Be sure to write in your request number on the form.**
- A copy of your valid driver's license

Immediately after submitting your request for an account, fax these documents to the Division of Child Care, Attn: Provider Portal Administrator, at (502) 564-3464. You also may scan your documents and e-mail them to portal.access@ky.gov. In the subject line of your e-mail, please type **New account request** and your CLR number.

Account approval confirmation

You will receive a second e-mail confirming approval or denial of your account. This e-mail will contain your user name. To access the provider portal, you will need this user name and the password you created in the steps above.

Write down your user name and your password in a secure location.

Once you've received your account approval confirmation, you are ready to access the KICCS Provider Portal.

If you are the sole administrator for your center or home, the Division of Child Care staff will already have assigned your tasks/permissions and the CLRS you can access.

If you requested an account using your local administrator, your local administrator will need to give you the appropriate permissions and assign the appropriate CLRS to you before you can actually perform tasks using the provider portal.